

IMPORTANT INFORMATION FOR eNFIRS USERS 11-20-2020

Please check the DFS webpage <https://firesafety.vermont.gov/fireservice/fireincident> for the latest information.

ACTIVE USERS:

- ✓ If your account was ACTIVE at the time of the migration to eNFIRS and you received a temporary password from USFA please click on this link and login. <https://nfirs.fema.gov/NFIRSWeb/login>
- ✓ If you do direct entry of incident reports – go ahead and enter reports.
- ✓ If you are using a 3rd party software and use the bulk-import tool. Please **do NOT** use the bulk-import tool at this time. USFA is working on known issues with the tool that are causing validation and import issues. This is hopefully going to be resolved soon.
 - If you have done a bulk-import since October 15th, please let us know.

INACTIVE USERS or ACTIVE USERS UNABLE TO LOGIN:

- If your account was IN-ACTIVE at the time of the migration to eNFIRS, then your user account did not migrate to eNFIRS. You will need to go to this link and register as new user. <https://nfirs.fema.gov/NFIRSWeb/login>
- If you believe your account was ACTIVE at the time of the migration but you did not receive an email with the temporary password, please contact us **BEFORE** creating a new account. We will check if your account has migrated but needs to be unlocked or have the password changed. Also, we will verify if the email address is correct.
- If you are still unable to login or you are new user, please contact us.
- New user accounts need to be activated and system permissions set by the State Program Manager. You will receive an email when this is done. Then please follow the instructions above for an active user.

From USFA-NFIRS: *Please use Edge or Internet Explorer when using eNFIRS. They provide the best user experience, are how eNFIRS was developed, and how the USFA currently tests and resolves concerns. Many issues reported to us so far, such as Valid to Invalid incidents, missing field data in eNFIRS, and other odd functionality, can be attributed to the browser used.*

All users should be aware that with the release of eNFIRS, the incident validation rules are being more strictly adhered to than in the past. Please enter appropriate data in the required and non-required fields, especially fields with length-character limitations or multiple drop-down lists.

Be sure to save and validate each module as you enter a report.

At the completion of the report -- go back to Basic Module -- to re-validate and save the whole incident report.

Training on the eNFIRS system is available at this link <https://www.usfa.fema.gov/data/nfirs/support/training.html>

We will be holding on-line (teams/zoom) training sessions in early December. More information to be sent to all active user account email address.

If you have any questions or issues, please EMAIL one of us:

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